1 SYSTEM OVERVIEW

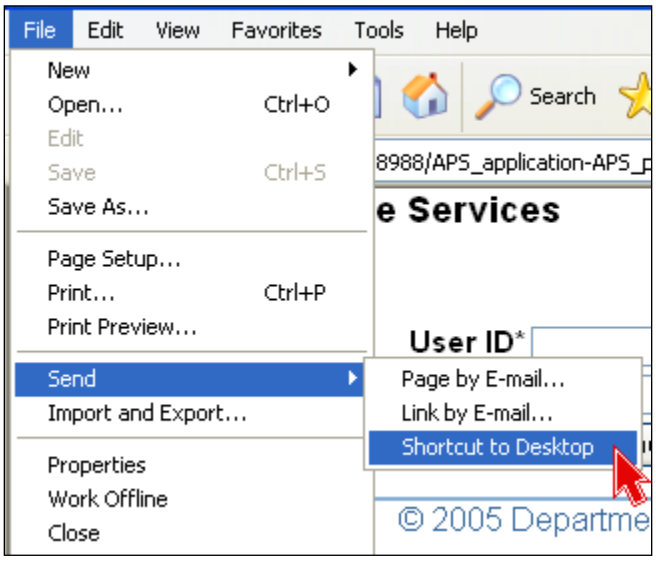
There are a couple of important items to note:

- **The URL for OPM is https://js.hhs.mt.gov:8445/PSAWeb/**
- Use the navigation menu or page buttons to navigate within the OPM system. **Do not use the BACK or FORWARD buttons to navigate in the OPM system**. These buttons are not connected to the OPM system, and you will lose your connection to the system and any unsaved data!
- The OPM system requires Internet Explorer browser version 5.5 or later.
- Should you receive any errors while using the OPM system, please contact the APS Help Desk as soon as possible.

1.1 CREATING A DESKTOP SHORTCUT

The easiest way to access the OPM system is to select an icon that displays directly on your desktop. This way, when you double-click that icon, the APS login page will open and you don't have to keep trying to remember the URL! If you do not already have an OPM icon, you can create one following these steps:

- Access the APS login page, click on FILE, select SEND, and select SHORTCUT TO DESKTOP, as shown below:

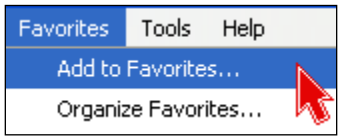


- That's all there is to it! The icon may look something like this:

From now on, you can access the APS login page by double-clicking this icon.

1.2 ADDING TO FAVORITES

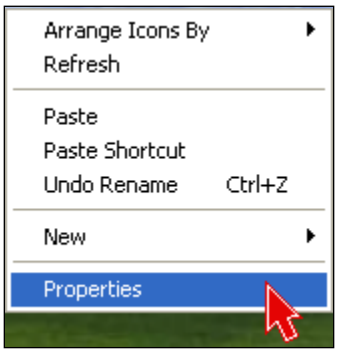
If you prefer, you may also add the APS login page to your list of favorites by clicking FAVORITES, then selecting ADD TO FAVORITES, as shown below:



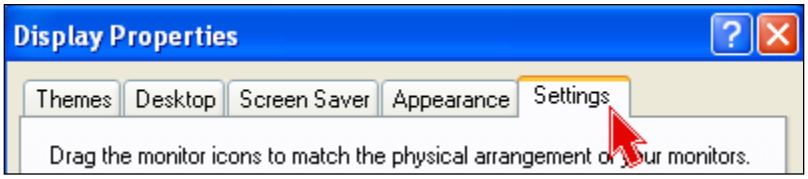
1.3 CHANGING SCREEN RESOLUTION

If you would like to change the screen resolution (make the screen bigger or smaller), follow the steps shown below:

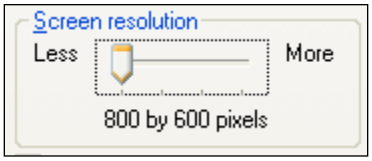
- Right-click the mouse on your desktop and select PROPERTIES.



- When the DISPLAY PROPERTIES box opens, click on the SETTINGS tab.

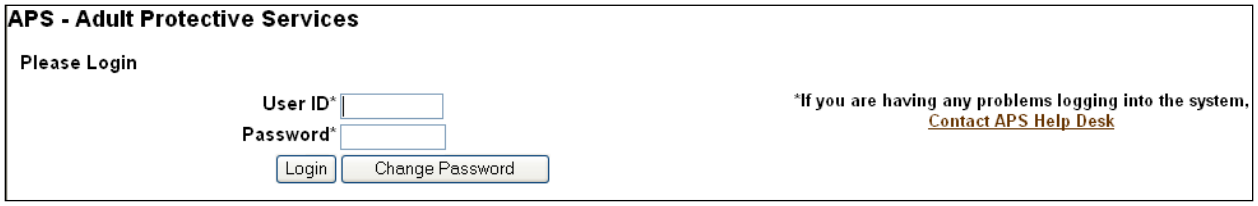


- On the SETTINGS tab, you can adjust the screen resolution by dragging the arrow in the SCREEN RESOLUTION box to the desired size. Click OK. (Selecting 800x600 will make the page appear the largest.)



1.4 LOGGING IN

The login page is the first page you will see when you access the OPM system. The information that you enter on the login page is used to validate if you have access to the system. The login page looks like this:

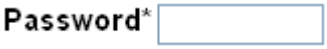


1.4.1 USER ID

The user ID field

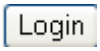
is where you will enter your C#. Your C# will be assigned to you by the System Administrator.

1.4.2 PASSWORD

The password field 

is where you will enter your OPM system password. Your OPM password will expire every 90 days.

1.4.3 LOGIN

Once you have entered your user ID and password, press ENTER or click the 

button. The combination of a valid user ID and password is used to determine if you have access to the OPM system. If you enter a valid user ID and password, you will be taken to the alerts page. If you do not enter a valid user ID or password, you will receive an error message stating that an invalid user ID or password has been entered and you will remain on the login page.

1.4.4 APS HELP DESK

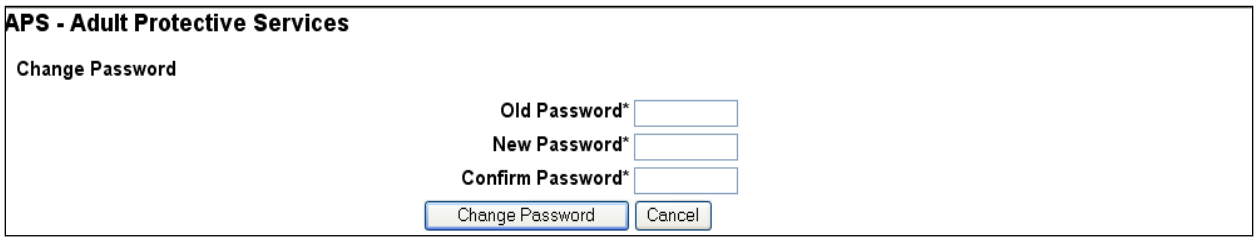
Clicking the link

will open an Outlook e-mail message to the APS Help Desk at HHSNGCHelpDesk@mt.gov. You can use this process to report any system problems or submit system questions. This link will also be available at the bottom of the pages throughout the OPM system.

The APS Help Desk can also be contacted by calling 444-4125 (Helena) or 1-800-285-2361.

1.5 CHANGING YOUR PASSWORD

You can change your password by clicking the Change Password button on the login page. Once you click the change password button, you will be taken to the change password page. The change password page looks like this:



1.5.1 OLD PASSWORD

The old password field Old Password* is where you will enter your old password.

1.5.2 NEW PASSWORD

The new password field New Password* is where you will enter your new password. Passwords may only contain letters, numbers, underscores (_), pound (#) and dollar ($) signs. Passwords must begin with a letter.

1.5.3 CONFIRM NEW PASSWORD

Re-enter your new password in the 'confirm new password' field. Confirm Password*

NOTE: Make sure that you use your TAB key in between the OLD, NEW and CONFIRM password fields.

1.5.4 CHANGE PASSWORD BUTTON

Once you have entered all of the above information, click the Change Password button. This will change your old password to your new password and you will be taken to the alerts page. You will use your new password the next time you login to the OPM system.

1.5.5 CANCEL

Clicking the Cancel button will terminate the change password process. Clicking the cancel button will take you back to the login page and your password will not be changed

1.6 SYSTEM SECURITY

Within the system, workers will be identified with one of four roles – Worker, Supervisor, Central Office and Administrator. System security is based primarily on these roles.

1.6.1 WORKER

APS Social Workers, APS Case Aids and APS Administrative Support will be assigned the role of Worker. This role will be responsible for entering the majority of information regarding referrals and case management details into the system.

1.6.2 SUPERVISOR

APS Supervisors will be assigned the role of Supervisor. This role will be responsible for some data entry on referrals and case management, interpreting caseloads, workloads and acuity levels for their staff, entering supervisory approvals, and generating system reports.

1.6.3 CENTRAL OFFICE

APS Central Office personnel, APS Ombudsman and the APS Help Desk staff will be assigned the role of Central Office. Staff given the Central Office role will primarily use the OPM system for viewing referral and case management details and generating system reports.

1.6.4 ADMINISTRATOR

DPHHS Administration will be assigned the role of Administrator. Staff given the Administrator role will primarily use the OPM system for updating worker lists (adding new employees, etc.)

1.7 SESSION TIMED OUT

After ninety minutes of inactivity on the system, the system will log you out and the session timed out page will be displayed. The session timed out page looks like this:

Clicking the Logon Page! link will take you back to the login page. You will need to log back in to the system by re-entering your C# and password.

1.8 NAVIGATION MENU

At the top of each page throughout the OPM system is a navigation menu. This menu contains several buttons that, when selected, will take you to other pages in the system. The navigation menu looks like this:

1.8.1 ALERTS BUTTON

Clicking the Alerts button will take you to the alerts page.

1.8.2 NEW REFERRAL BUTTON

Clicking the New Referral button will take you to a blank referral detail page so you can enter a new APS or API referral.

1.8.3 CASELOAD BUTTON

Clicking the Caseload button will take you to your caseload page. The caseload page will display a list of all open and dispositioned case management and open and dispositioned referrals that are assigned to you. From your caseload, you can access additional information by selecting a specific case or referral.

1.8.4 WORKLOAD BUTTON

Clicking the Workload button will take you to your workload page. The workload page will display a list of all open case management and open referrals that are assigned to you. From your workload, you can access additional information by selecting a specific case or referral. The workload page will also display the acuity levels for each individual case and referral, a total case management acuity level, a total referral acuity level and a total workload acuity level.

1.8.5 PERSON SEARCH BUTTON

Clicking the Person Search button will take you to the person search page. Person search will enable you to search for a specific individual to determine if they are already known to the system.

1.8.6 WORKER LIST BUTTON

Clicking the Worker List button will display a drop down list to select if you would like to display a list of workers from a specific region, for all regions, or for Central Office. Use your mouse to highlight and click on the desired region. The worker list page will display a list of all APS workers for the selected region(s) or Central Office.

1.8.7 PAGE NAVIGATION BUTTON

Clicking the Page Navigation button will display a drop down list of the sections available on the current page. Use your mouse to highlight and click on the desired section. Once a selection is made, you will be taken directly to that section. This function enables you to navigate to a specific section of the page without having to use the scroll bar located on the right side of the page. (NOTE: The page navigation button is not available on all pages).

1.8.8 LOG OUT BUTTON

Clicking the Log Out button will take you back to the login page. If you wish to log back in to the OPM system, you will need to re-enter your C# and password and click the Login button.

1.8.9 REFERRAL NO FIELD AND BUTTON

The Referral No field and button can be used to quickly access a specific referral. Enter the referral number in the field then click the Referral No button. The referral detail page for the specified referral will be displayed.

1.8.10 CASE NO FIELD AND BUTTON

The Case No field and button can be used to quickly access a specific case. Enter the case number in the field then click the Case No button. The case management page for the specified case will be displayed.

1.8.11 PERSON ID FIELD AND BUTTON

The Person ID field and button can be used to quickly access details for a specific person. Enter the person ID in the field then click the Person ID button. The person detail page for the specified ID will be displayed.

1.9 REQUIRED FIELDS

Required fields on pages throughout the OPM system will be identified with an asterisk (*) next to the header for the field. Some other fields may be required based on other information that you have entered on the page. For example, if you select APS as the category for a referral, you must enter an allegation. In these situations, the system will give you a message identifying that a certain field is required.

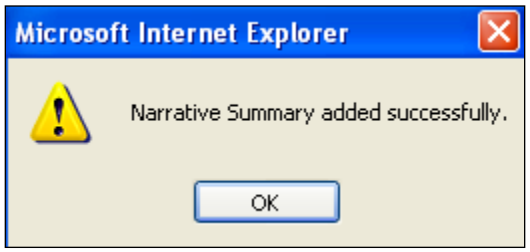
1.10 COMMENT BOXES

Comment boxes throughout the system will allow you to enter up to 200 characters. The exception to this are the narrative summary (notes) boxes on the referral and case management pages. The system will allow you to enter up to 4000 characters in the narrative summary box.

1.11 CONFIRM MESSAGES

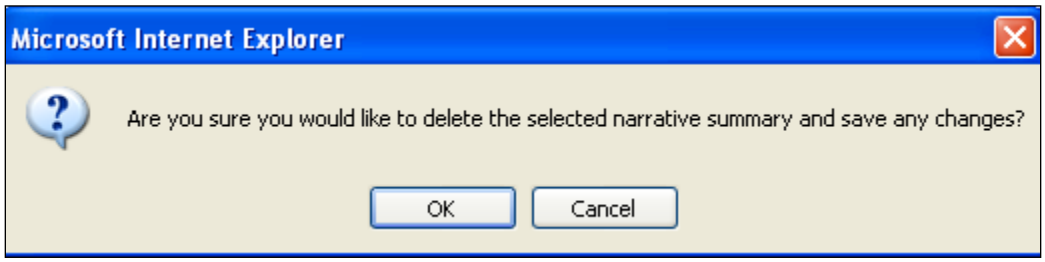
Throughout the system, when you add, delete or change information on a page, you will receive confirmation messages. Although the wording of these messages will vary, depending on where you receive them, the functionality for these messages is the same. Some examples of confirm messages are:

1.11.1 UPDATE SUCCESSFUL



This is a message you will receive when you add or modify information and click the save button. In this example, narrative summary notes were entered and saved. This message confirms that the information you just entered has been successfully stored in the system.

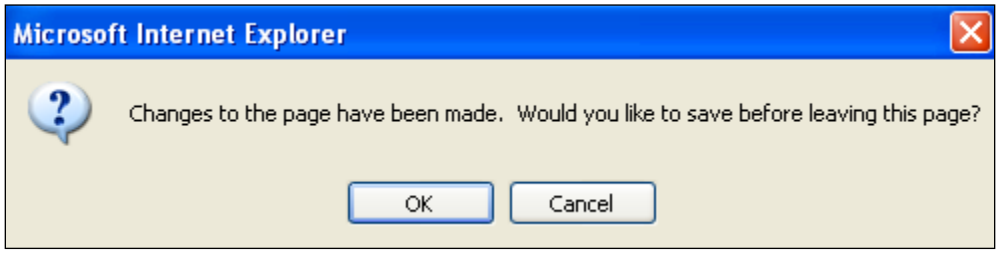
1.11.2 DELETE CONFIRM



This is a message you will receive when you select a record and click the delete button. In this example, a specific narrative summary detail was selected for deletion from the system. This message allows you to confirm that you really want to delete the detail you selected. Clicking the OK button will delete the selected detail and save your changes. Clicking the Cancel button will cancel your delete request.

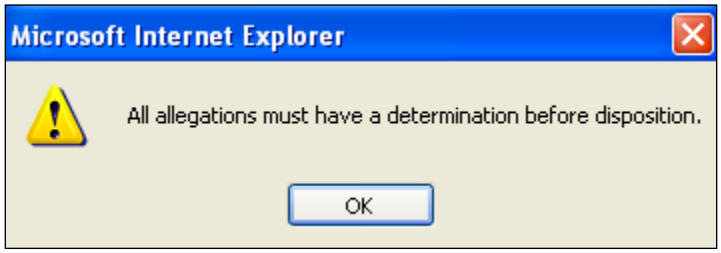
NOTE: Once information is deleted from the system it cannot be retrieved, so delete with caution!

1.11.3 SAVE CHANGES



This is a message you will receive if you have made changes to a page and you attempt to navigate off of the page without clicking the save button. Clicking the OK button will save your changes before taking you to the requested page. Clicking the Cancel button will take you to the requested page, but your changes will NOT be saved.

1.11.4 MISSING REQUIRED DATA



This is a message you will receive if you are trying to save information and you are missing required data. In this example, an APS referral was selected for closure, but determinations have not been added for the allegations. Clicking the OK button will take you back to the page. The required information must be entered prior to saving.

1.11.5 INVALID DATA

This is a message you will receive if you enter data that is invalid. In this example, a referral number was entered that did not exist. Clicking the OK button will take you back to the page. Valid information must be entered in order to proceed.

1.11.6 INVALID FORMAT

This is a message you will receive if you enter data that is in an invalid format. In this example, a phone number was entered, but did not follow the appropriate format for phone numbers. Clicking the OK button will take you back to the page and field with the invalid format. You will need to re-enter the information using a valid format.